POS – Iowa Medicaid Pharmacy Provider Portal

Purpose: The Iowa Medicaid Pharmacy Provider Portal is a web-based collection of tools for prescribers and pharmacies. It provides a secure interface for providers to look up member eligibility and prescription claims history, Preferred Drug List (PDL) and Prior Authorization (PA) criteria, as well as submit and confirm PA requests online. The Iowa Medicaid Pharmacy Provider Portal is available at the following link: www.iowamedicaidrxportal.com.

Identification of Roles: The Pharmacy Point of Sale Help Desk Technicians monitor the POS Provider Portal queue in OnBase for correspondence from the Provider Services Unit, and respond to phone calls / emails from providers regarding the portal. The Pharmacy Point of Sale Account Manager, or his/her designee, adds / removes users, maps PA forms to PDL categories, manages PA criteria, and responds to phone calls / emails from providers regarding the portal.

Performance Standards: N/A

Path of Business Procedure:

Step 1: The provider requesting access to the Iowa Medicaid Pharmacy Provider Portal sends a letter on their organization's letterhead to:

Iowa Medicaid Enterprise
Provider Services Unit
PO Box 36450
Des Moines, Iowa 50315

The provider must indicate "Iowa Medicaid Pharmacy Provider Portal" in the subject line of the letter and include the following information:

- Provider Number (NPI)
- Provider Type (MD, DO, ARNP, PA, R.Ph., etc.)
- Tax ID Number
- Name and address of the primary practice site
- Telephone number
- Email address
- Signature

Step 2: The IME Mailroom receives the letter and scans it to PRV03 Correspondence queue in OnBase.

Step 3: The Provider Services Unit receives the scanned letter via PRV03 Correspondence queue in OnBase. A Provider Services staff member verifies that the letter contains the required information and that the provider is enrolled in the Medicaid Program.

Step 4: After the information is verified, a Provider Services staff member sends the scanned letter to the Point of Sale Unit via OnBase. If the information cannot be verified, a Provider Services staff member contacts the provider via email or phone to inform them that their information cannot be verified. The provider is instructed to submit a new letter requesting access to the Iowa Medicaid Pharmacy Provider Portal, as outlined in Step 1, and a note is added to the OnBase letter image explaining why the request was not processed.

Step 5: The Point of Sale Unit receives the scanned letter via the POS Provider Portal queue in OnBase.

Step 6: The Point of Sale Help Desk Technician logs the letter in OnBase by entering pertinent keywords, including prescriber name and NPI, so that it maybe be retrieved later if necessary, and then emails the scanned letter to the Point of Sale Account Manager, or his/her designee. The letter is then sent to the POS00 Completed queue.

Step 7: The Point of Sale Account Manager, or his/her designee, adds the provider to the application as a “Prescriber” or “Pharmacist” user. Once a user is added to the application, a message is automatically generated and sent to the provider’s email address, which notifies them that their registration has been processed. The email provides instructions on finishing the registration process. Once the registration process is complete, the provider has access to the application.

Forms/Reports: N/A

RFP References: N/A

Interfaces: OnBase

Attachments:

- IowaMedicaidPharmacyProviderPortal_UserGuide_Administrator_20131028
- IowaMedicaidPharmacyProviderPortal_UserGuide_HelpDesk_20131028
- IowaMedicaidPharmacyProviderPortal_FlowDiagram_20131030

Iowa Medicaid Pharmacy Provider Portal

ADMINISTRATOR USER GUIDE

Prepared by Goold Health Systems, an Emdeon Company
45 Commerce Drive, Suite 5
P.O. Box 1090
Augusta, Maine 04332-1090
207-622-7153
800-832-9672
www.ghsinc.com

Revision Control Sheet

Date	Rev	Author	Description of Changes
06/07/2013	1.0	Tammy Hagenaars	First draft - Iowa baseline
10/28/2013	1.1	Dawn Bates	Changes to baseline

IMPORTANT: This document is software revision controlled – Printed copy may not be current.

Table of Contents

Introduction 7
Registration 7
Logging In 7
Forgot Password 8
Patients 8
Pharmacies 10
PDL (Preferred Drug List) 11
Diagnosis 12
Reports 13
PA Requests Breakdown 13
E-Fax Rx Request Breakdown 14
New User Enrollment 14
PA Status Summary 14
Control Panel 15
PA Forms 15
PA Form/Category Mapping 16
Drug Categories 18
Add New Drug Category 22
Add New Drug Category Criteria 22
Drug Criteria 23
Search for Drug 23
Add New Drug 25
Add New Drug Criteria 26
Users 26
View 27
Edit 29
Add New User 30

Activity Logs 31
Recent Activity 31
Failed Authentication 32
Unauthorized Access 32
System Information 33
Settings 33
Roles 34
User Preferences 35
User Information 35
Help 36
Privacy 36

Introduction

The Iowa Medicaid Pharmacy Provider Portal is a web application for prescribers to electronically search and review drug status on the Iowa Preferred Drug List (PDL), review Iowa Prior Authorization (PA) requirements and submit PA's and E-Fax's electronically.

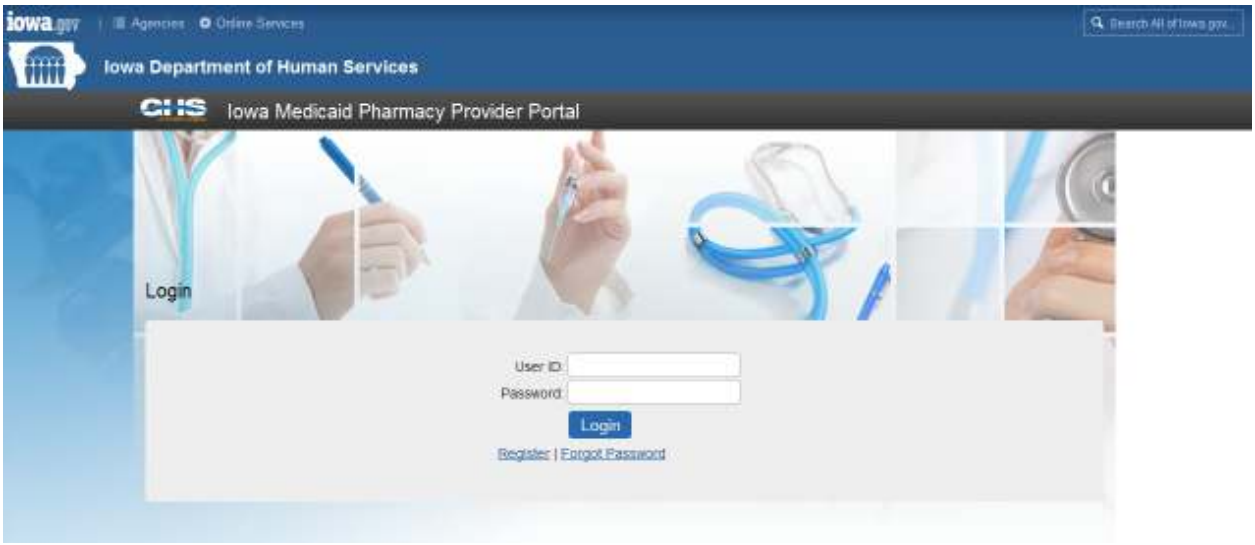
Registration

Access to the Iowa Medicaid Pharmacy Provider Portal requires registration; new Administrator user types must contact a current Administrator (info@iowamedicaidpdl.com) to request enrollment.

Once the request has been made, the user will receive an E-mail confirming registration within 24-48 hours of submission. The confirmation E-mail will contain a 'Finish Registration' link to complete the registration process. The process must be completed within 72 hours of the confirmation letter. If the registration is not completed in 72 hours, the user will have to contact an Administrator (info@iowamedicaidpdl.com) to complete the registration process.

Logging In

From the main login screen, enter the User ID and password, and then click the 'Login' button. The application is set to lock out the user after five failed login attempts. If this happens, please contact an Administrator (info@iowamedicaidpdl.com).

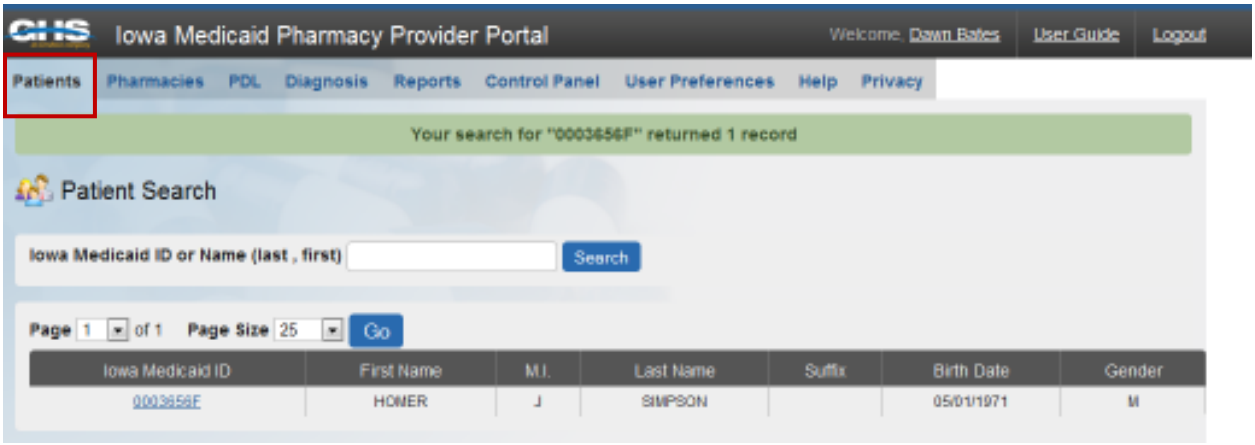


Forgot Password

If the user simply forgot the password, select 'Forgot Password' from the Login Page. The application will direct the user to enter the registered Email address. An email will be sent with a link that will be valid for 15 minutes, to reset the password.

Patients

Select the 'Patients' tab to search for a patient. Enter the Patient's Iowa Medicaid ID or the minimum of the first 3 characters of either the Last Name or Last, First name and then select 'Search'. Depending on the search criteria, there may be a list of patients, with identifying information, to choose from.

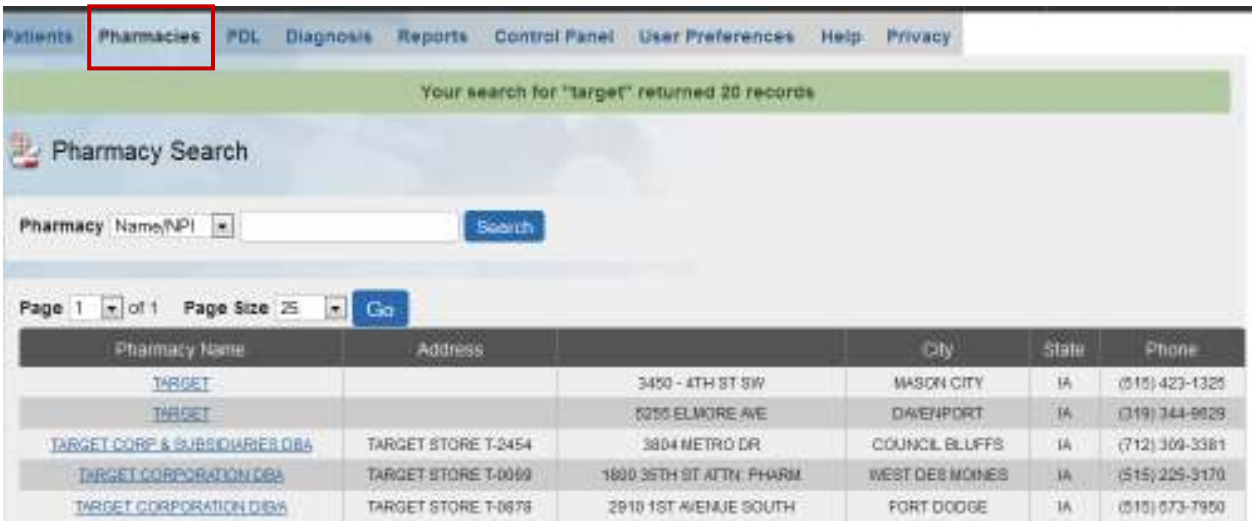


Clicking on the 'Iowa Medicaid ID' link will display the patient's demographic information as well as their Iowa Medicaid eligibility.

To view the patient's drug profile, click on Drug Profile button. This view will provide an opportunity to view the patient's Iowa Medicaid drug profile. The drug profile shows the patient's Iowa Medicaid claimed prescriptions for the previous 12 months. The profile includes: Rx Date, Rx Number, Product, Quantity, Days Supply, Prescriber and Pharmacy. Click on 'Return to Member Profile' to return to the previous screen.

Pharmacies

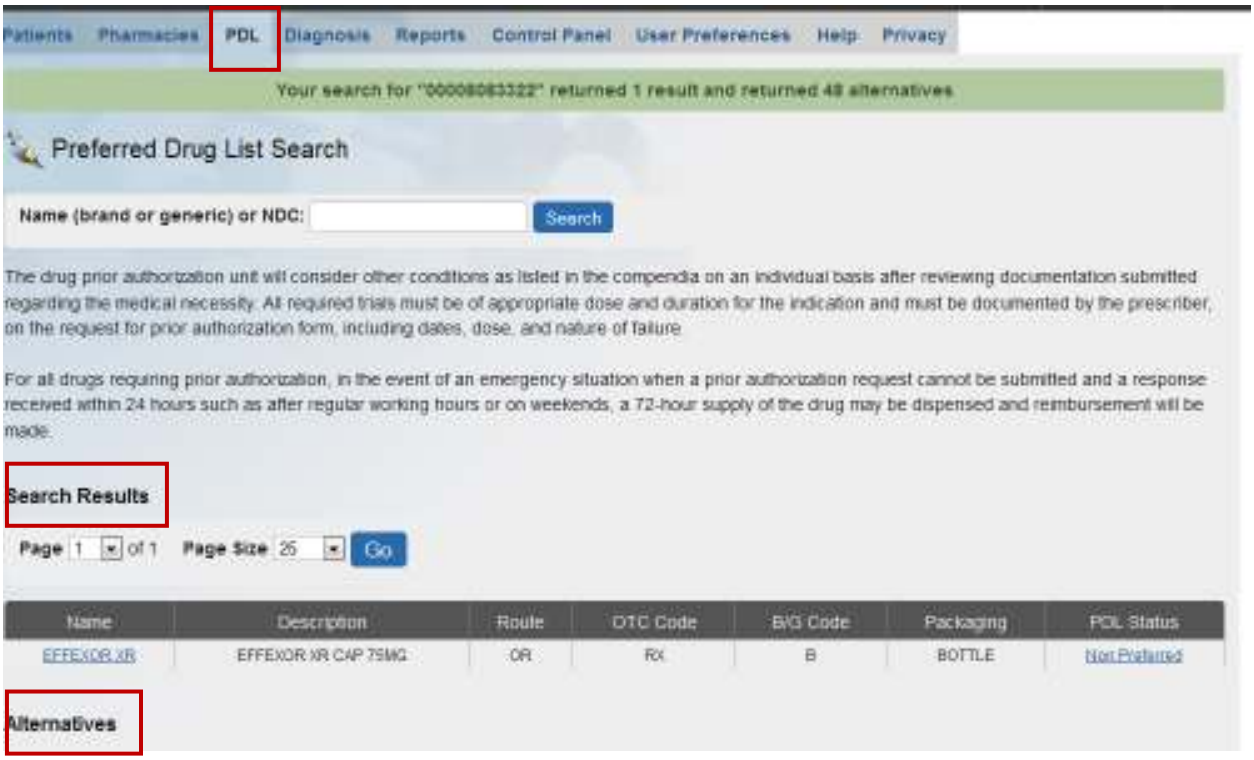
Select the 'Pharmacies' tab to search for a pharmacy. Enter the NPI number or at least 3 characters of a pharmacy name and then select 'Search' or enter a City, State combination and select 'Search'. Depending on the search criteria, there may be a list of pharmacies, with address and phone number, to choose from.



The user can click on the pharmacy name to view further detailed information about the pharmacy, including the full address, phone number and fax number, and miscellaneous information.

PDL (Preferred Drug List)

Select the 'PDL' tab to search for a drug. Enter at least 3 characters of a brand or generic drug or an NDC number and select 'Search'. The result will be two lists. The top list contains drugs that meet the entered search criteria. The lower list, will display other PDL drug alternatives from the list above. The PDL search provides a summary of information about the drugs as follows: Name, Description, Route of Administration, OTC Code, B/G Code, Packaging and PDL Status.



The user can click on the drug name or the PDL Status of an individual drug to see detailed information about the drug as well as any criteria specific to the drug.

Diagnosis

Select the 'Diagnosis' tab to search for a diagnosis code. Enter at least 3 characters of a diagnosis description or the ICD-9 code and select 'Search'. The result list will contain the ICD-9 code and description.

User can click on the ICD-9 code to view more detailed information.

Reports

The Reports menu provides the option to see various reports, based on PA's, E-Faxed Rx's and New User Enrollment.

PA Requests Breakdown

The PA Requests Breakdown is a report that shows how many PA requests have been made each day. The date range can be changed to any user specified range.

E-Fax Rx Request Breakdown

The E-Fax Rx Request Breakdown is a report that shows how many prescriptions have been submitted each day. The date range can be changed to any user specified range.

New User Enrollment

This report provides information about the new Portal Users, including the user role and enrollment date. The date range can be changed to any user specified range.

PA Status Summary

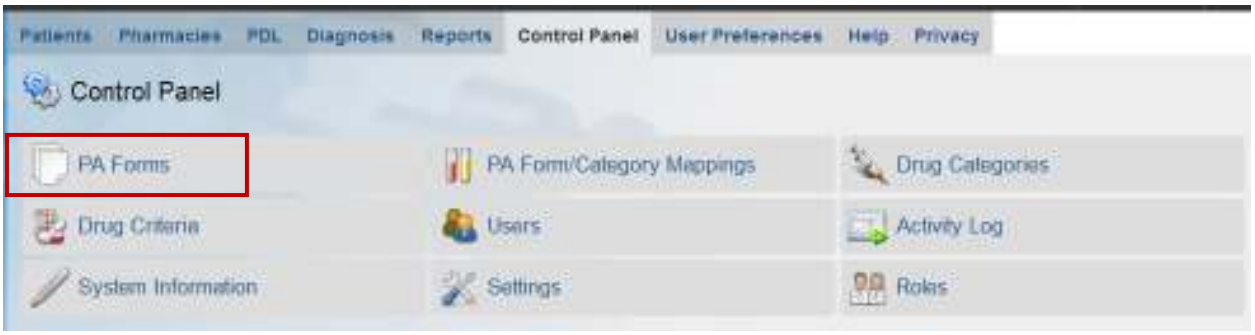
This report summarizes how many of the submitted PA's have been: Approved, Denied, E-Faxed, Incomplete or Pending. This is the count from the launch of the program.

Control Panel

The Control Panel tab allows the user to manage PA Forms, Drug Mapping, Drug Categories, Drug Criteria, Users, Settings, view the Activity Log, and System Status.

PA Forms

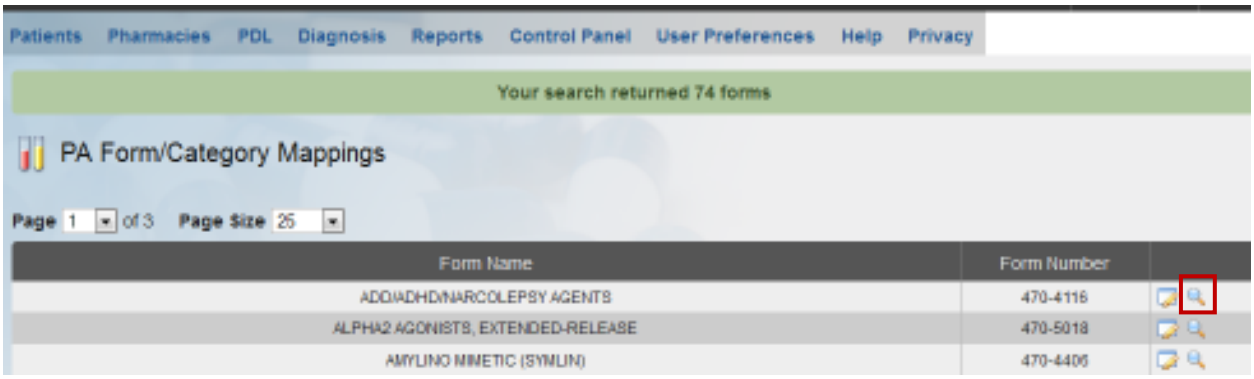
The PA Forms menu is a listing of all of the PA forms currently available. The user has the ability to insert a new PA form as well as View, Edit and Delete current PA forms.



PA Form/Category Mapping

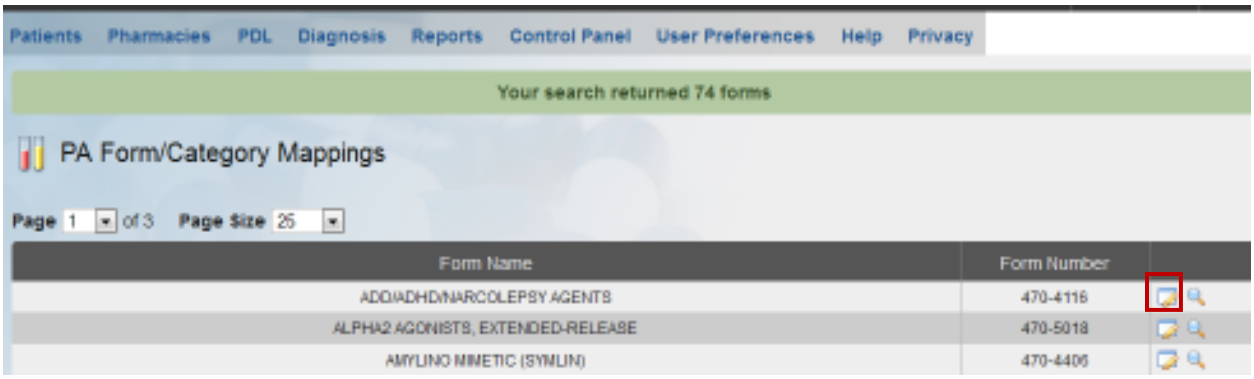
The PA Form / Category Mapping menu allows the user to view and edit how the categories are mapped to individual PA Forms.

The user can preview the PA Form by clicking on the magnifying glass.

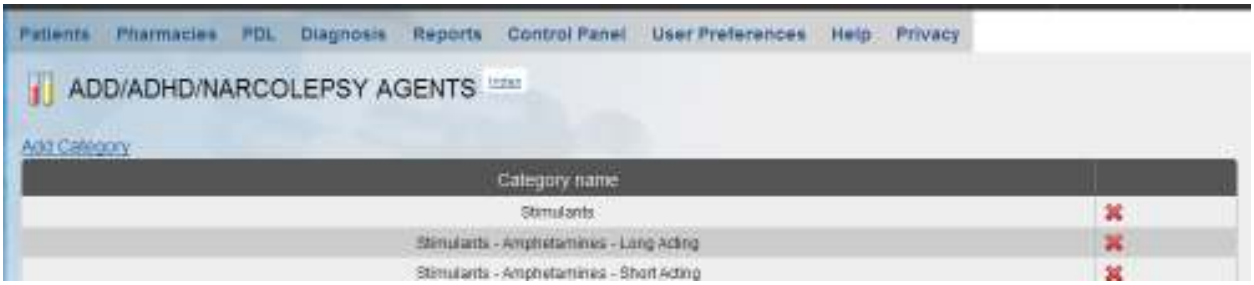


The PA Form is displayed.

The user can click the edit button on the PA Form / Category Mappings screen to display a list of Drug Categories that are currently mapped to the PA Form.



The Drug Categories that are mapped to the PA Form are displayed. The user can delete Drug Categories that are currently mapped to the PA Form by clicking on the **X.**



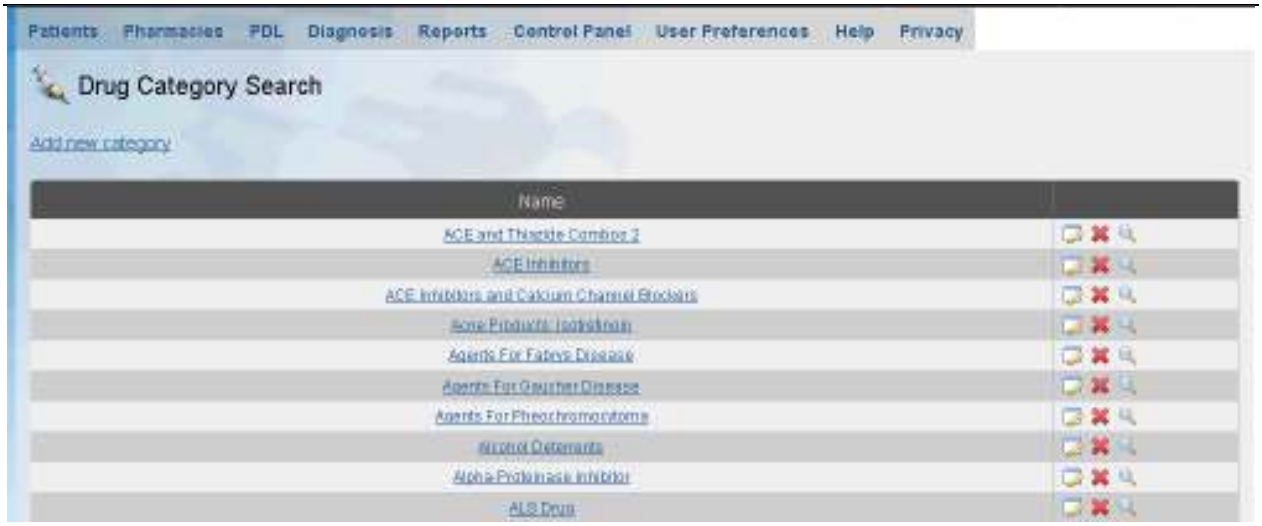
Clicking on the 'Add Category' link will allow the user to add additional Drug Categories to the PA Form.

Select the Category from the drop down menu and click 'Save'.

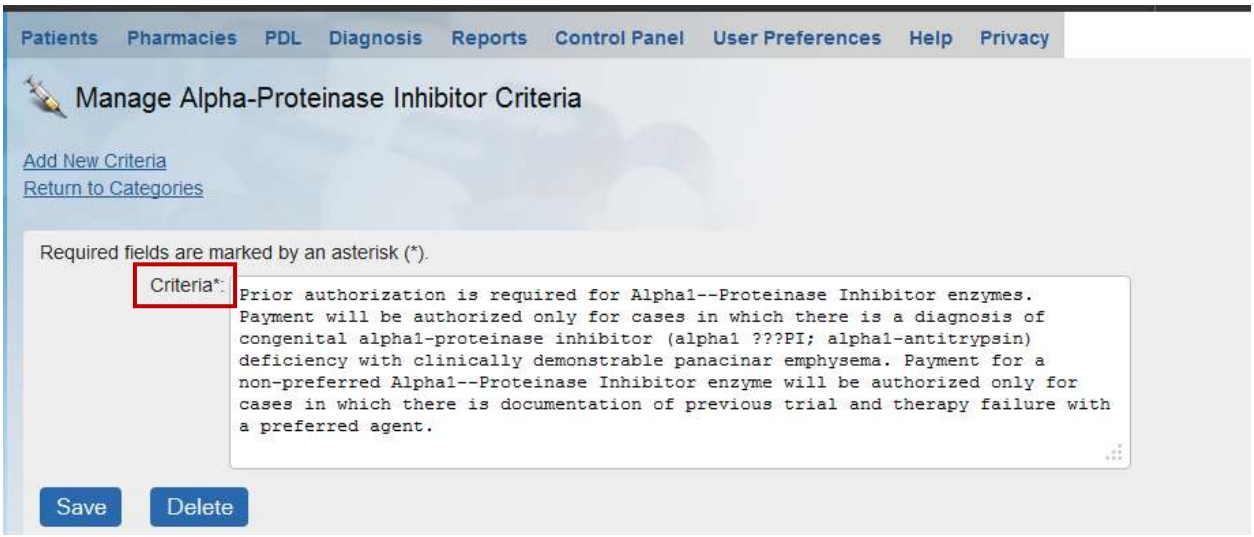
Drug Categories

The Drug Categories menu allows the user to maintain category-specific criteria from the PDL, as well as add a new Drug Category.

The Drug Category Search page is displayed.

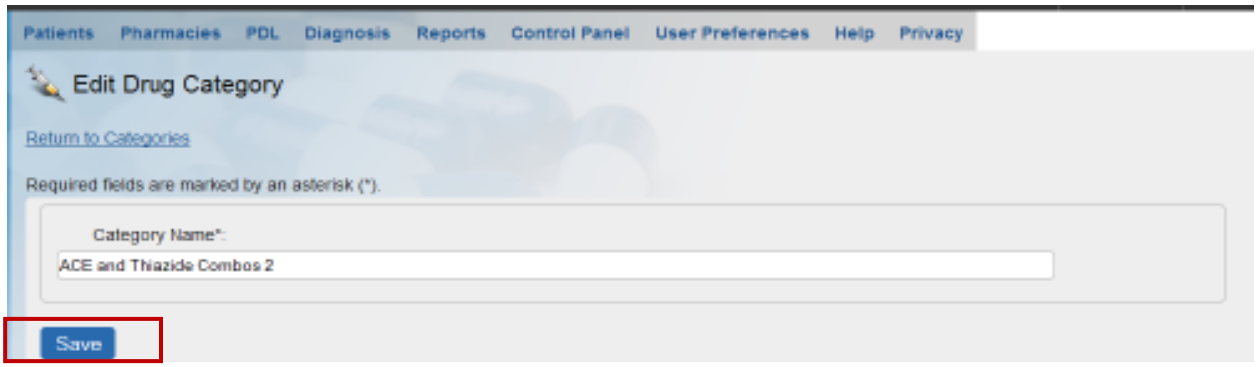

Patients
Pharmacies
PDL
Diagnosis
Reports
Control Panel
User Preferences
Help
Privacy
Drug Category Search
Add new category
Name
ACE and Thiazide Combos 2
ACE Inhibitors
ACE Inhibitors and Calcium Channel Blockers
Agents For Fabrys Disease
Agents For Gaucher Disease
Agents For Pheochromocytoma
Alpha Proteinase Inhibitor
ALS Drug

The user can click on the Drug Category name to view and update the current criteria for that Drug Category, or add new criteria.



The user can click the edit button from the Drug Category Search page to edit the Name of the Drug Category.

The Edit Drug Category page is displayed. Enter the revised Drug Category name and click 'Save'.



The user can delete the Drug Category from the Drug Category Search page by clicking on the **X.**

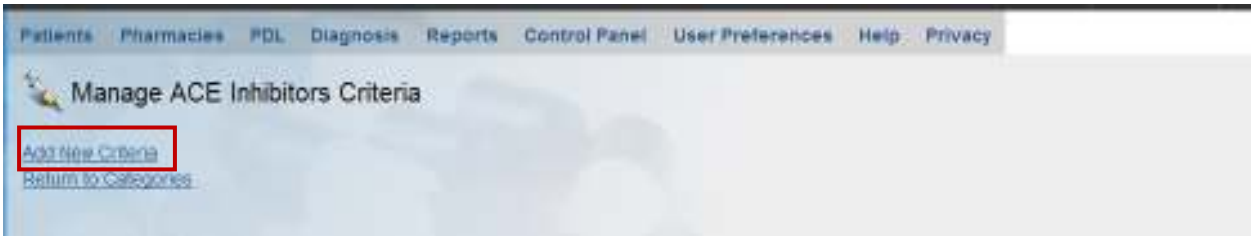
The user can click on the magnifying glass on the Drug Category Search screen to see which drugs are mapped to the respective category. (*Please note the screenshot is from a test environment*).

Add New Drug Category

A user can add a new Drug Category by selecting 'Add New Category' from the Drug Category Search screen. Enter the new Drug Category name and click 'Save'.

Add New Drug Category Criteria

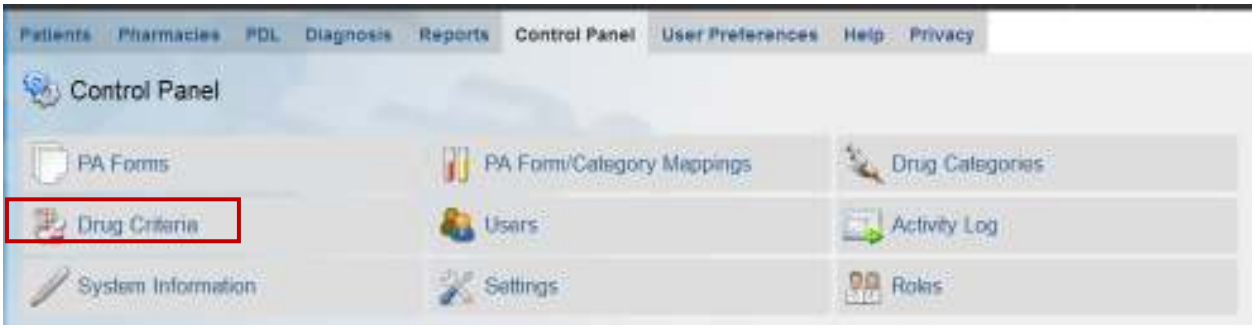
Once a Drug Category has been created, the criteria can be managed. To add new criteria, click on the Drug Category name from the Drug Category Search screen and click 'Add New Criteria'.



Add the Drug Category specific criteria in the text box provided and click 'Submit'.

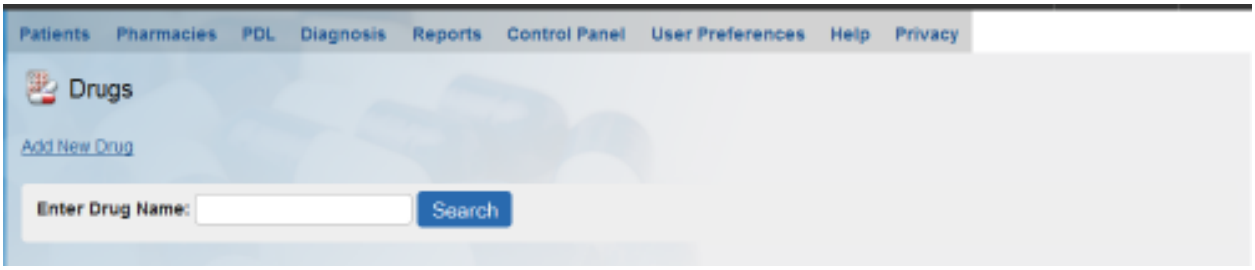
Drug Criteria

The Drug Criteria menu allows the user to manage the Drug Category that the drug falls under. There are also options to add a new drug and maintain drug specific criteria.



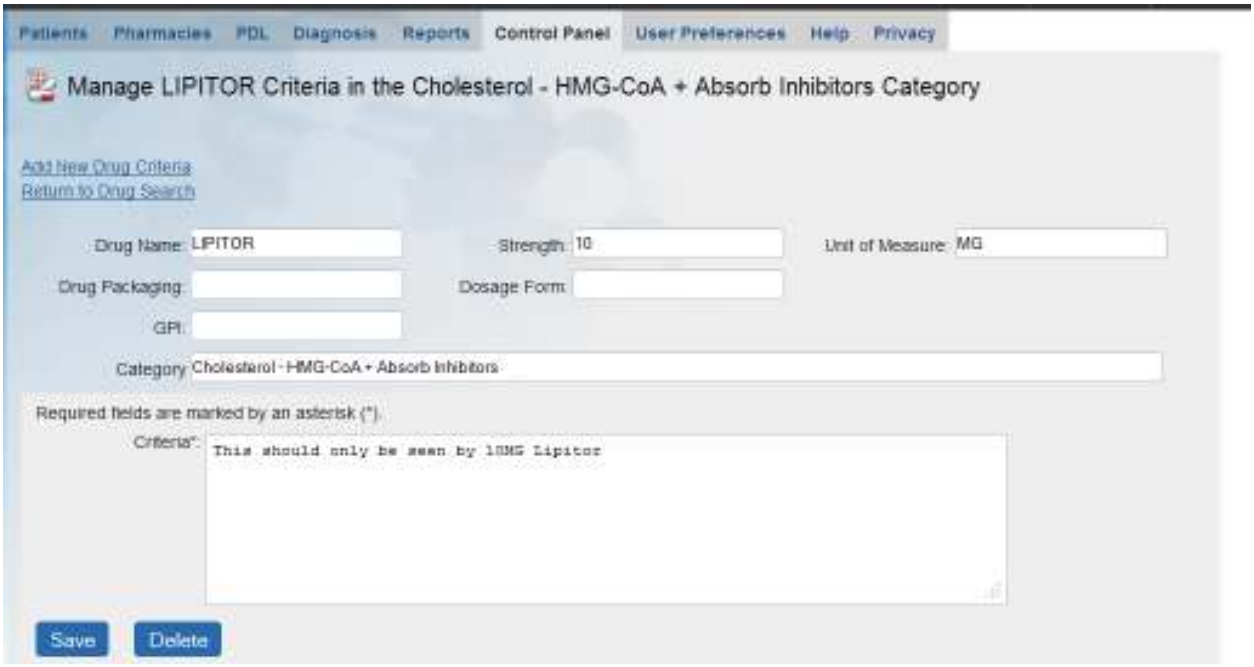
Search for Drug

Enter the name of a drug and click 'Search'.



The search provides a table of results that include the Drug Name, GPI, Category that it is assigned to (may be multiple), the Strength, Unit of Measure, Packaging and Dosage Form that are linked to specific drug criteria.

Click on the Drug Name link on the Drugs page to view and manage the drug-specific criteria.



The user can click the edit button from the Drugs page to edit the name of the drug, as well as change the Drug Category.

The Edit Drug page is displayed. Enter the revised Drug Name and/or Drug Category, and click 'Save'.

The user can delete the Drug from the Drugs page by clicking on the **X.**

Add New Drug

A Drug can be added by clicking the 'Add New Drug' link on the Drugs screen.

Enter the drug name, strength, unit of measure, drug packaging, dosage form, and GPI. Select the Drug Category that the drug falls under from the drop down menu and click 'Save'. Note: only the drug name needs to be entered. Other fields can be entered if applicable.

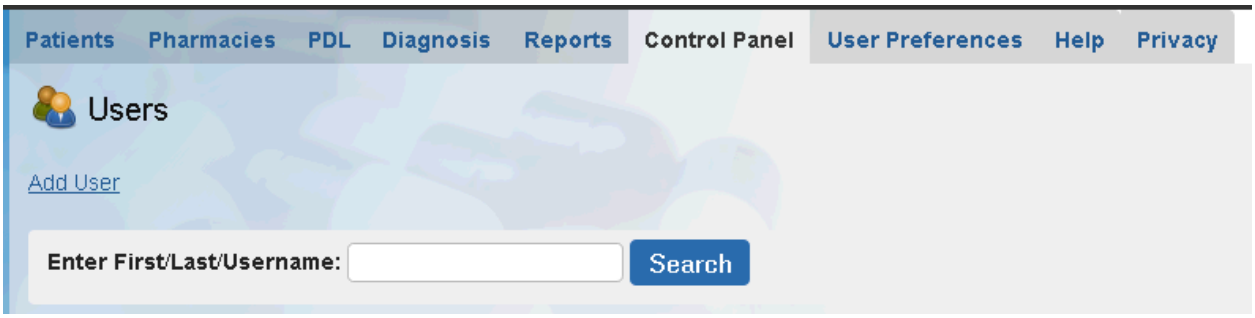
Add New Drug Criteria

To add drug-specific criteria, click on the Drug Name link on the Drugs screen. Click the 'Add New Drug Criteria' link. Enter the drug-specific criteria in the text box and click 'Save'.

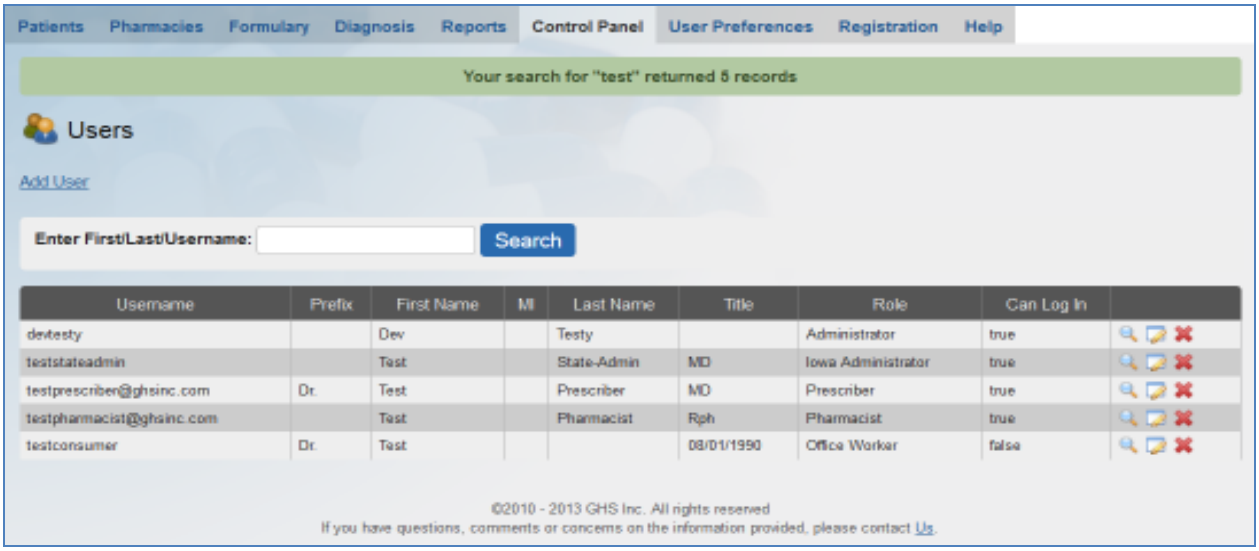
Users

In the Users menu, the Administrator can search for a specific user, or add a new Administrator, State Administrator or HelpDesk user.

Enter a minimum of three characters and click 'Search'.



The User results table includes the Username, Prefix, First Name, MI, Last Name, Title, Role, whether the user can log in, and action items to View, Edit or Delete (disable) the user. If the 'Can Log In' field is False, the user is prevented from using the Iowa Medicaid Pharmacy Provider Portal. Clicking the magnifying glass will show the user information.



View

When viewing the user information, the Administrator can see if the user is Active or Inactive, if the account is locked and number of failed login attempts.

The 'Can Log In' field will show false if any one of the three occur: Enabled – Inactive, Locked – Locked, or Failed Log In – 5.

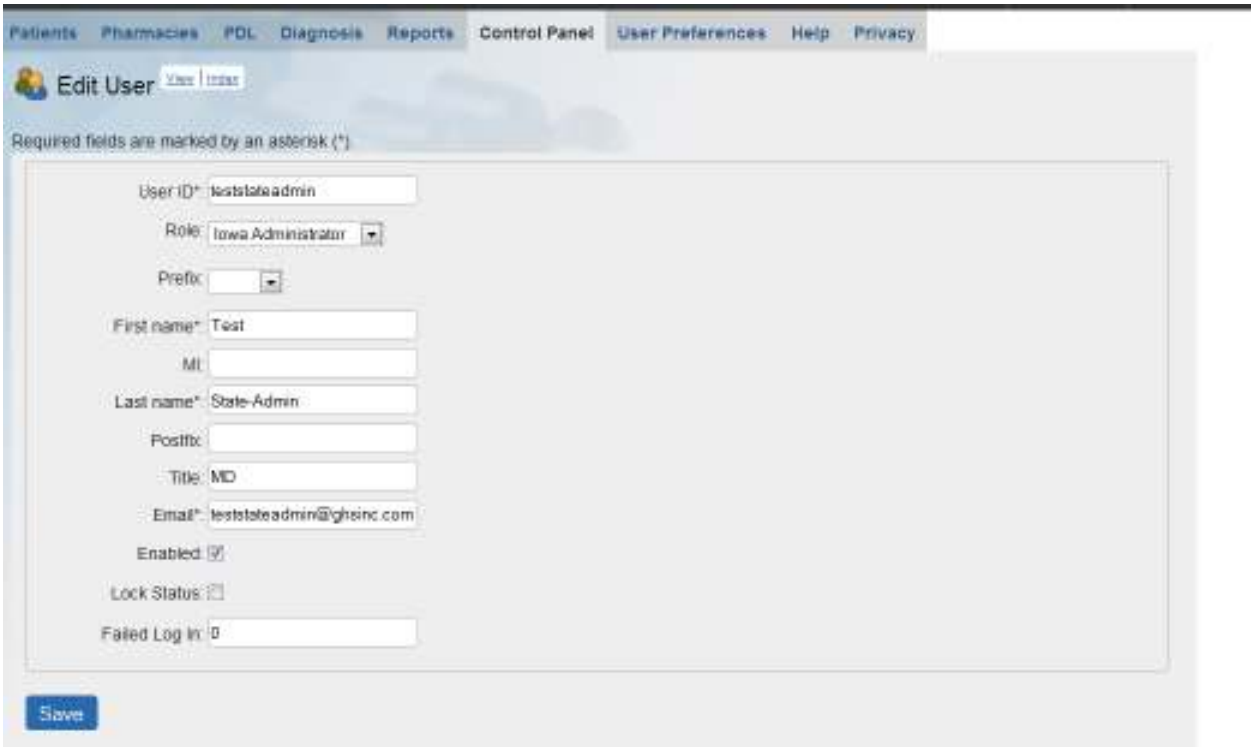
The Enabled field will show Inactive if the user has been 'deleted' by an administrator. This field can also be toggled in the Edit mode.

The Locked field will show Locked if administrator wants to lock the record temporarily. This field can be toggled in the Edit mode.

The Failed Log In field displays how many consecutive failed login attempts have been made. After 5 consecutive failed attempts, the user will not be able to log in.

Edit

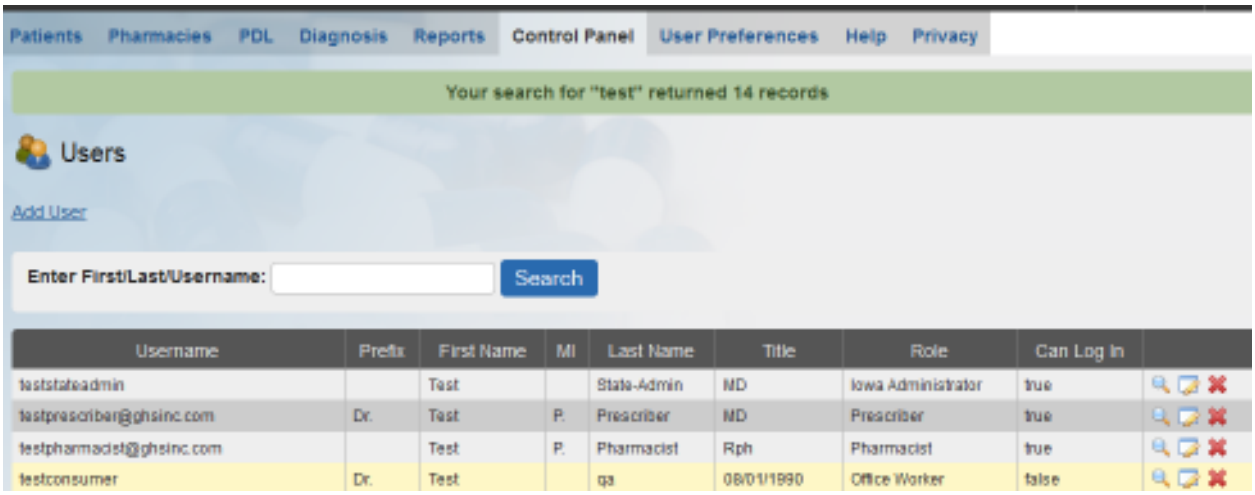
In Edit mode, the User Information can be changed, and fields can be toggled to restrict or allow user access. If a user gets locked out due to 5 failed log in attempts, the Administrator will enter a zero in the Failed Log In field. This will reset the counter. It should also be recommended that the user resets the password, to prevent getting locked out again.



Add New User

An Administrator will have the ability to add new Administrator and Helpdesk users. Click on 'Add User'. Administrator and Helpdesk users will be required to use their Network credentials. An Iowa State Administrator user ID can be defined as anything. Once the registration is complete, an email notification will be sent with instructions to complete the registration process. The user will have 72 hours to complete the process.

If a user does not complete the process within the 72 hour window, the Administrator can verify that the user cannot login. The 'Can Log In' field will show as false.



Activity Logs

The Activity Logs menu allows the Administrator to troubleshoot technical support calls.

There are three activity log reports: Recent Activity, Failed Authentication, and Unauthorized Access.

Recent Activity

The Recent Activity logs all activity in the Iowa Medicaid Pharmacy Provider Portal. The default is to display the current days' records. However, there is an option to expand the timeframe for the log. Notes are also included in the log if the user attempted to access an area that was not allowed or the session expired.

Failed Authentication

The Failed Authentication logs users that tried to access the system and failed. The log contains information about the user, the IP address of the user, what actually failed and the timestamp, as well as any relevant notes about the failure, such as incorrect password.

Unauthorized Access

The Unauthorized Access log is specific to users that attempted to access an area of the application that they do not have permission to enter. The log contains information about the user, the IP address of the user, what actually failed and the timestamp, and notes about the area that was attempted access.

System Information

The System Information menu displays server specific information.

Settings

The Settings menu allows the Administrator the ability to change system settings such as the fax number, how many days a PA should show on the dashboard, and how many consecutive failed login attempts are made before locking a user. Each setting may be edited or deleted and new settings can be added.

Roles

The Administrator has the ability to change permissions by Role.

To change click the green check mark or red x to either enable/disable the function.

User Preferences

The User Preferences tab allows the user to edit user information.

User Information

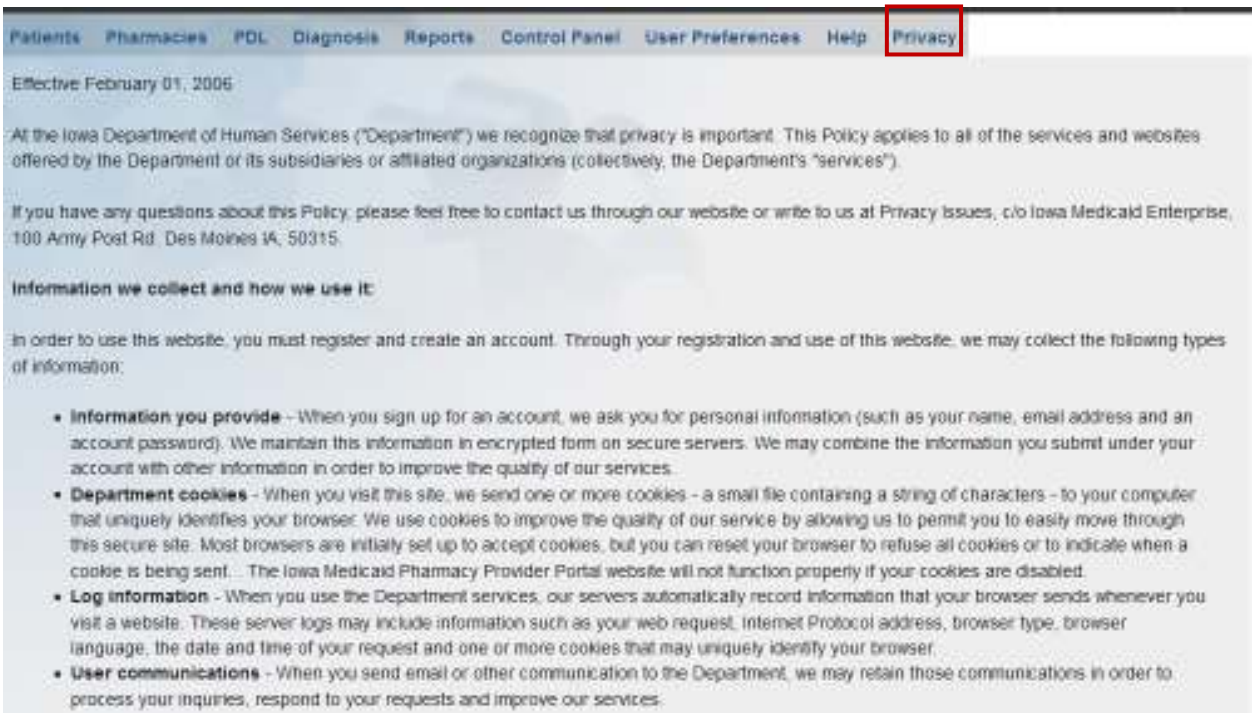
The User Information link provides an option to change registration information. This is where the user would update User ID, Prefix, Name, Postfix, Title, and Email address. After changes are made, click on Save.

Help

The 'Help' tab contains information about the Iowa Medicaid Pharmacy Provider Portal. This is also where the user will find a link to the User Guide, User Tutorials and important contact information.

Privacy

The 'Privacy' tab contains the Iowa Department of Human Services Privacy Policy.



Iowa Medicaid Pharmacy Provider Portal

HELPDESK USER GUIDE

Prepared by Goold Health Systems, an Emdeon Company
45 Commerce Drive, Suite 5
P.O. Box 1090
Augusta, Maine 04332-1090
207-622-7153

800-832-9672
www.ghsinc.com

Revision Control Sheet

Date	Rev	Author	Description of Changes
06/07/2013	1.0	Tammy Hagenaars	First draft - Iowa baseline
10/28/2013	1.1	Dawn Bates	Changes to baseline

IMPORTANT: This document is software revision controlled – Printed copy may not be current.

Table of Contents

Introduction 40
Registration 40
Logging In 40
Forgot Password 41
Patients 41
Pharmacies 43
PDL (Preferred Drug List) 44
Diagnosis 45
Control Panel 46
Users 46
View 47
Edit 48
Add New User 49
Activity Logs 50
Recent Activity 50
Failed Authentication 51
Unauthorized Access 51
User Preferences 52
User Information 52
Change Password 53
Help 53
Privacy 54

Introduction

The Iowa Medicaid Pharmacy Provider Portal is a web application for prescribers to electronically search and review drug status on the Iowa Preferred Drug List (PDL), review Iowa Prior Authorization (PA) requirements and submit PA's and E-Fax's electronically.

Registration

Access to the Iowa Medicaid Pharmacy Provider Portal requires registration; Iowa HelpDesk user types must contact a current Administrator (info@iowamedicaidpdl.com) to request enrollment.

Once the request has been made, the user will receive an E-mail confirming registration within 24-48 hours of submission. The confirmation E-mail will contain a 'Finish Registration' link to complete the registration process. The process must be completed within 72 hours of the confirmation letter. If the registration is not completed in 72 hours, the user will have to contact an Administrator (info@iowamedicaidpdl.com) to complete the registration process.

Logging In

From the main login screen, enter the User ID and password, and then click the 'Login' button. The application is set to lock out the user after five failed login attempts. If this happens, please contact an Administrator (info@iowamedicaidpdl.com).

Forgot Password

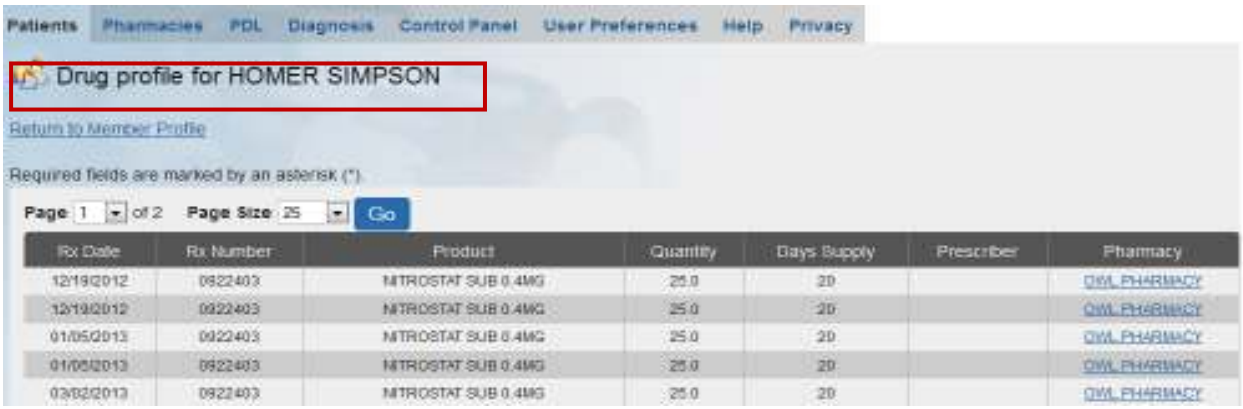
If the user simply forgot the password, select 'Forgot Password' from the Login Page. The application will direct the user to enter the registered Email address. An email will be sent with a link that will be valid for 15 minutes, to reset the password.

Patients

Select the 'Patients' tab to search for a patient. Enter the Patient's Iowa Medicaid ID or the minimum of the first 3 characters of either the Last Name or Last, First name and then select 'Search'. Depending on the search criteria, there may be a list of patients, with identifying information, to choose from.

Clicking on the 'Iowa Medicaid ID' link will display the patient's demographic information as well as their Iowa Medicaid eligibility.

To view the patient's drug profile, click on Drug Profile button. This view will provide an opportunity to view the patient's Iowa Medicaid drug profile.



The drug profile shows the patient's Iowa Medicaid claimed prescriptions for the previous 12 months. The profile includes: Rx Date, Rx Number, Product, Quantity, Days Supply, Prescriber and Pharmacy. Click on 'Return to Member Profile' to return to the previous screen.

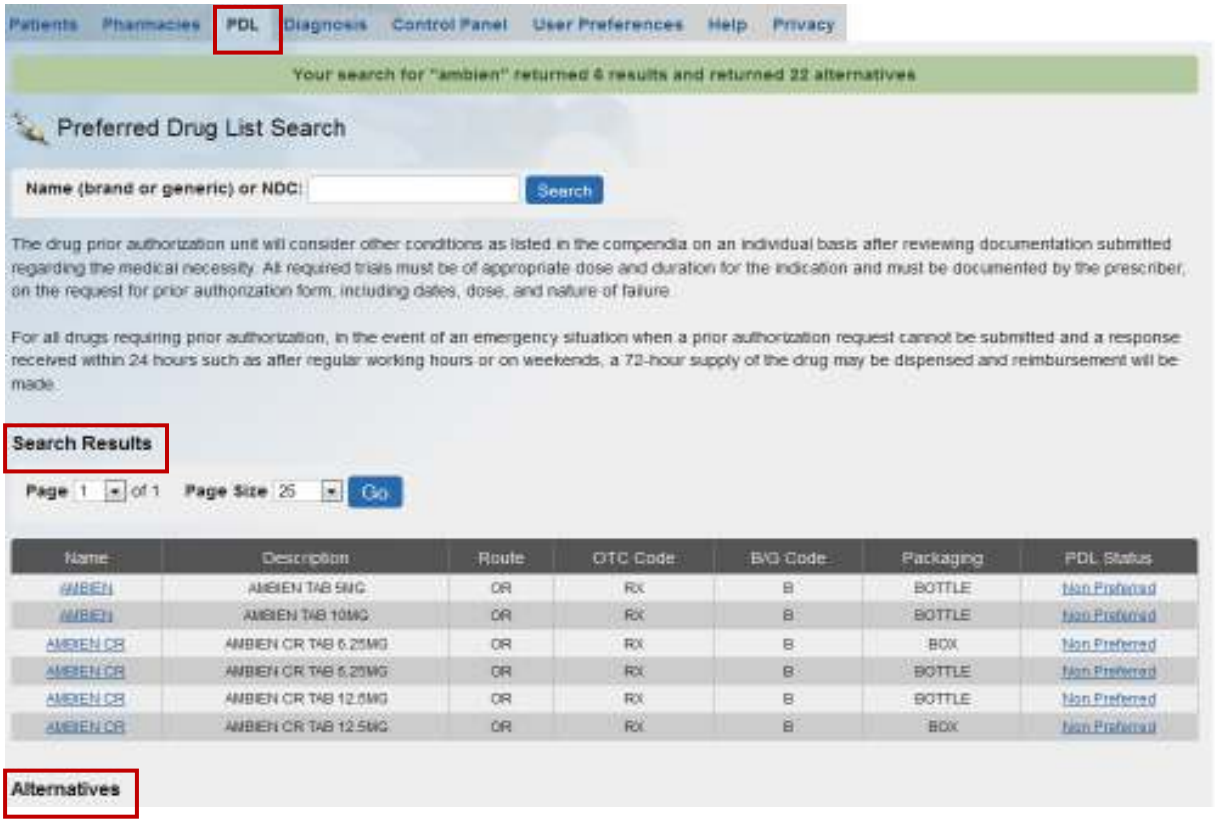
Pharmacies

Select the 'Pharmacies' tab to search for a pharmacy. Enter the NPI number or at least 3 characters of a pharmacy name and then select 'Search' or enter a City, State combination and select 'Search'. Depending on the search criteria, there may be a list of pharmacies, with address and phone number, to choose from.

The user can click on the pharmacy name to view further detailed information about the pharmacy, including the full address, phone number and fax number, and miscellaneous information.

PDL (Preferred Drug List)

Select the 'PDL' tab to search for a drug. Enter at least 3 characters of a brand or generic drug or an NDC number and select 'Search'. The result will be two lists. The top list contains drugs that meet the entered search criteria. The lower list, will display other PDL drug alternatives from the list above. The PDL search provides a summary of information about the drugs as follows: Name, Description, Route of Administration, OTC Code, B/G Code, Packaging and PDL Status.



The user can click on the drug name or the PDL Status of an individual drug to see detailed information about the drug as well as any criteria specific to the drug.

Diagnosis

Select the 'Diagnosis' tab to search for a diagnosis code. Enter at least 3 characters of a diagnosis description or the ICD-9 code and select 'Search'. The result list will contain the ICD-9 code and description.

User can click on the ICD-9 code to view more detailed information.

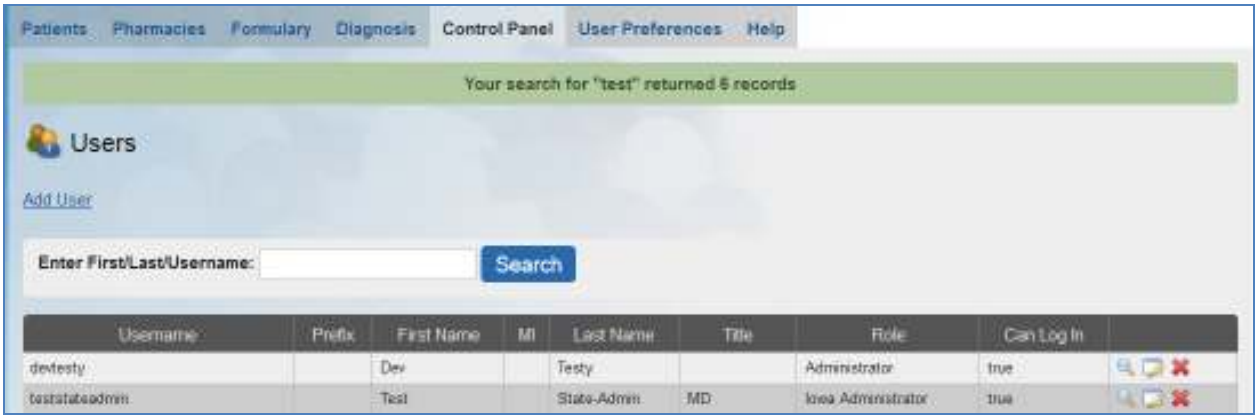
Control Panel

The HelpDesk Control Panel allows the user to manage other users and view the Activity Log.

Users

In the Users menu, the Helpdesk user can search for a specific user or add a new Helpdesk user. There is a minimum of three characters required in order to perform the search.

The User results table includes the Username, Prefix, First Name, MI, Last Name, Title, Role, whether the user can log in, and action items to View, Edit or Delete (disable) the user. If the 'Can Log In' field is False, the user is prevented from using the Portal. Clicking the magnifying glass will show the user information.



View

When viewing the user information, the Helpdesk user can see if another user is Active or Inactive, if the account is locked and number of failed login attempts.

The 'Can Log In' field will show false if any one of the three occur: Enabled – Inactive, Locked – Locked, or Failed Log In – 5.

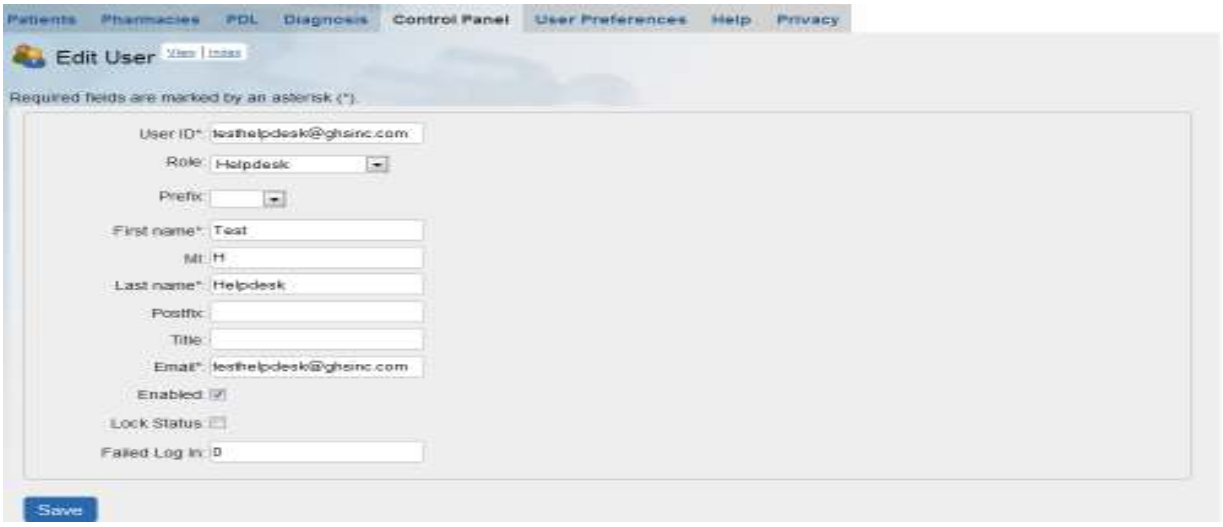
The Enabled field will show Inactive if the user has been 'deleted' by an administrator. This field can also be toggled in the Edit mode.

The Locked field will show Locked if administrator wants to lock the record temporarily. This field can be toggled in the Edit mode.

The Failed Log In field displays how many consecutive failed login attempts have been made. After 5 consecutive failed attempts, the user will not be able to log in.

Edit

In Edit mode, the User Information can be changed, and fields can be toggled to restrict or allow user access. If a user gets locked out due to 5 failed log in attempts, the Helpdesk user will enter a zero in the Failed Log In field. This will reset the counter. It should also be recommended that the user resets the password, to prevent getting locked out again.



Add New User

A Helpdesk user will have the ability to add new Helpdesk users. Click on 'Add User'. Helpdesk users will be required to use their Network credentials. Once the registration is complete, an email notification will be sent with instructions to complete the registration process. The user will have 72 hours to complete the process.

If a user does not complete the process within the 72 hour window, the Administrator can verify that the user cannot login. The 'Can Log In' field will show as false.

Activity Logs

There are three activity log reports: Recent Activity, Failed Authentication, and Unauthorized Access. This is for the Helpdesk user to troubleshoot technical support calls.

Recent Activity

The Recent Activity logs all activity in the Iowa Medicaid Pharmacy Provider Portal. The default is to display the current days' records. However, there is an option to expand the timeframe for the log. Notes are also included in the log if the user attempted to access an area that was not allowed or the session expired.

Failed Authentication

The Failed Authentication logs users that tried to access the system and failed. The log contains information about the user, the IP address of the user, what actually failed and the timestamp, as well as any relevant notes about the failure, such as incorrect password.

Unauthorized Access

The Unauthorized Access log is specific to users that attempted to access an area of the application that they do not have permission to enter. The log contains information about the user, the IP address of the user, what actually failed and the timestamp, and notes about the area that was attempted access.

User Preferences

The User Preferences tab allows the user to edit user information and change the password.

User Information

The 'User Information' link provides an option to change registration information. This is where the user would update Prefix, Name, Postfix, Title, and Email address. After changes are made, click on 'Save'.

Change Password

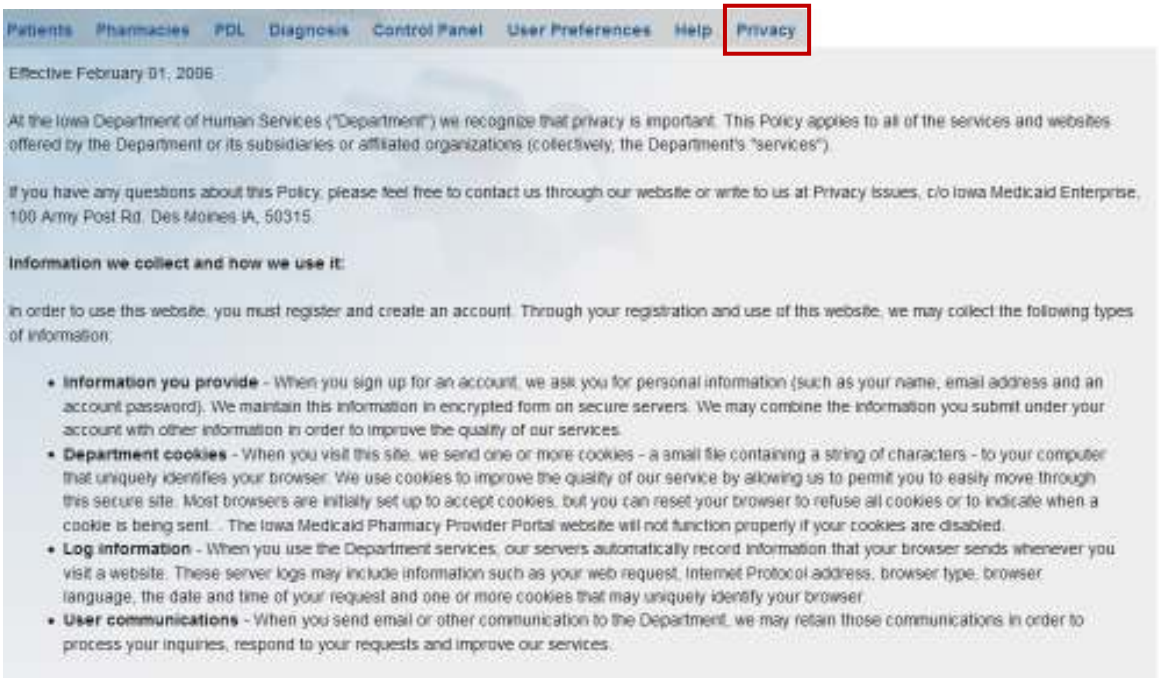
The 'Change Password' link is simply a place to change the login password. Changes take effect immediately.

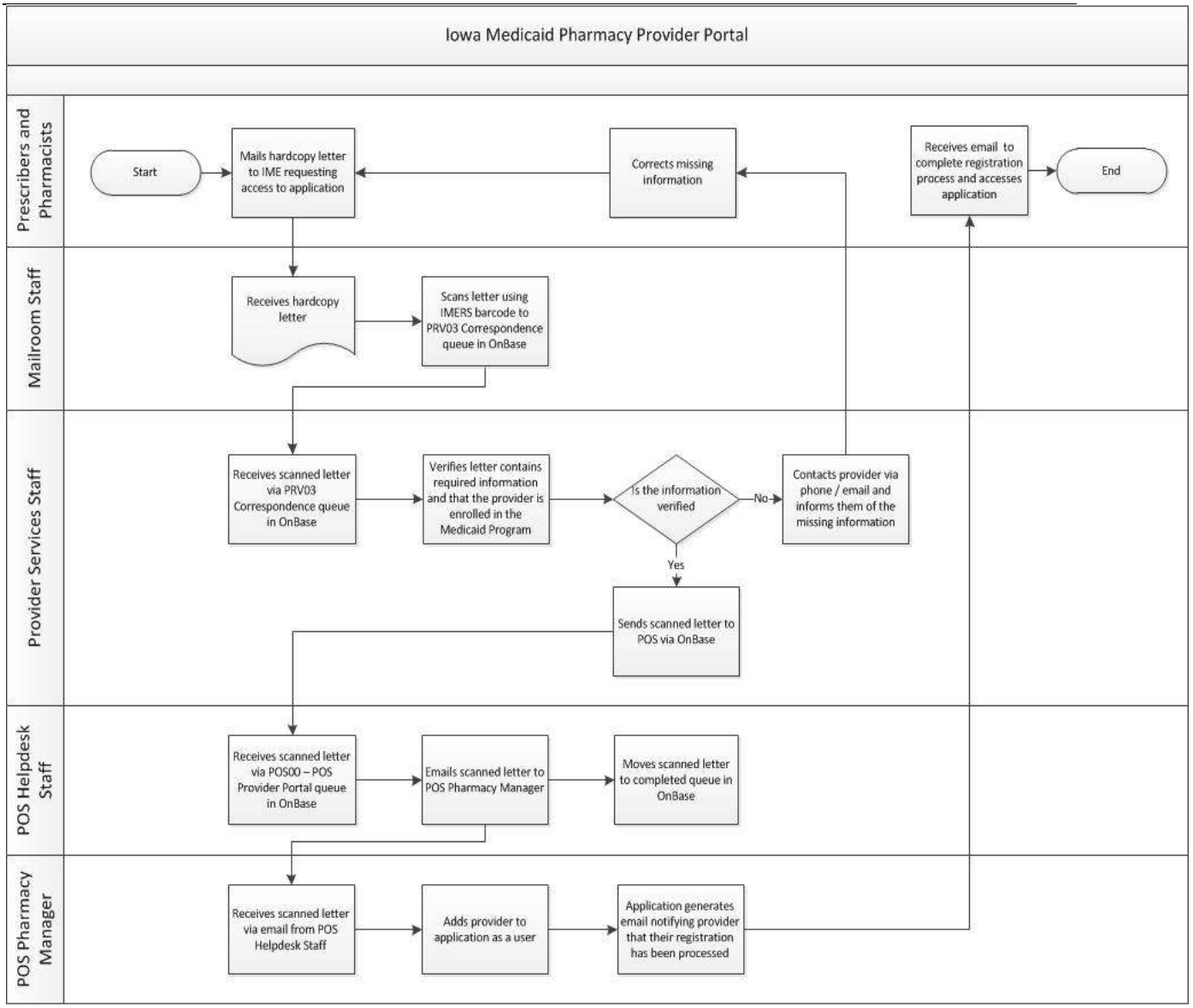
Help

The 'Help' tab contains information about the Iowa Medicaid Pharmacy Provider Portal. This is also where the user will find a link to the User Guide, User Tutorials and important contact information.

Privacy

The 'Privacy' tab contains the Iowa Department of Human Services Privacy Policy.




Iowa Medicaid Pharmacy Provider Portal
Prescribers and Pharmacists
Mailroom Staff
Provider Services Staff
POS Helpdesk Staff
POS Pharmacy Manager
Start
Mails hardcopy letter to IME requesting access to application
Corrects missing information
Receives email to complete registration process and accesses application
End
Receives hardcopy letter
Scans letter using IMERS barcode to PRV03 Correspondence queue in OnBase
Receives scanned letter via PRV03 Correspondence queue in OnBase
Verifies letter contains required information and that the provider is enrolled in the Medicaid Program
Is the information verified
No
Contacts provider via phone / email and informs them of the missing information
Yes
Sends scanned letter to POS via OnBase
Receives scanned letter via POS00 – POS Provider Portal queue in OnBase
Emails scanned letter to POS Pharmacy Manager
Moves scanned letter to completed queue in OnBase
Receives scanned letter via email from POS Helpdesk Staff
Adds provider to application as a user
Application generates email notifying provider that their registration has been processed